



Docket No. RSW920000026US1

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Technology Center 2100

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APPLICATION NO. 09/592,387  
FILED: June 12, 2000  
CASE NO. RSW920000026US1

Confirmation No. 5014  
Examiner: T. Chuong  
Group Art Unit: 2174

TITLE: USER ASSISTANCE SYSTEM

CERTIFICATE OF MAILING

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being deposited with the United States Postal Service as first-class mail, postage prepaid, in an envelope addressed to: Commissioner for Patents, MAIL STOP AMENDMENT, P.O. Box 1450, Alexandria, VA 22313-1450, on August 17, 2004.

August 17, 2004  
Date

Lynn M. White  
Lynn M. White

Commissioner for Patents  
MAIL STOP AMENDMENT  
P.O. Box 1450  
Alexandria, VA 22313-1450

**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.112**  
**TO EXAMINER'S ACTION MAILED MAY 17, 2004**

Sir:

This is in response to the Office Action mailed May 17, 2004, having a period for response set to expire on August 17, 2004. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper. Remarks begin on page 7 of this paper.